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| **Job Title** | Head of Payroll Services | **Job Family** | Zellis Services |
| **Grade** |  | **Reports to** | Service Delivery Director |
| **Location** | Peterborough (hybrid) | **Team Size** | TBD |

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| About the role: | |
| In this role you will be responsible for managing the operational delivery and transformation for a cohort of our strategic and enterprise clients. Managing day to day KPI’s for service delivery while maximise profitability across the business function. You will play a key role in driving transformation internally to scale and standardise our ways of working, and externally with our clients to maximise the use of our applications to provide an exceptional client and colleague experience. You will be responsible for monthly governance and review meetings with clients and bring insights to drive opportunity. The people development, individual career planning, skills assessment, performance management and creating a team culture to provide an outstanding client experience.  You will be required to mitigate any risk and monitor that we provide a legislatively compliant service and continuously seeking opportunities for improvement. | |
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| **Role Accountabilities and Responsibilities:** | |
| In this role your key responsibilities will be:   * Benefits delivery and realisation * Optimisation of our resourcing model in the UK and Kochi * Day to day oversight of the service KPI’s and key metrics * Proactively recruit and manage the team to achieve success * A key stakeholder in driving the business process transformation agenda with the client and implementation team * Constantly deliver continuous improvement internally and externally to drive benefit * Our service is compliant in line with UK Legislation, our SOC and internal controls are adhered to and monitored consistently, and our service is delivered inline with our commercial arrangement * Identify opportunities to drive increased commercial value and additional services * A key stakeholder in projects for new clients within the Payroll Department, ensuring project timelines are met * Identify, manage and improve areas of weakness, risk or compliance for the business within the UK payroll processing area * Monitoring of controls and regular auditing to check for completeness * Attending customer and exec review meetings * Final escalation point for any customer complaints * Dealing with incidents, providing regular updates to internal and external stakeholders * Driving a people lead culture of development and high performance * Support and develops colleague to achieve career goals and objectives * Support new business implementation and onboarding   In this role the day to day activities you will complete are:   * To ensure the right resourcing levels are maintained to meet the productivity and service targets * Review of metric and service performance * Holding regular 1 to 1’s providing feedback on performance against objectives * To be accountable for the delivery of service to KPI’s, SLA’s and compliance * To consistently seek to identify opportunities for process and service improvement * Monitor customer NPS and colleague NPS, taking the feedback to implement strategies to improve * To ensure all performance reporting for the customer and internal requirements are captured accurately * Escalation of any business critical and major service delivery issues * To manage and motivate a focussed team to deliver against business requirements in line with Zellis values and processes   Essential   * HR and payroll operational delivery * 5+ years in a Leadership and Management role * Business improvement, process design and business change including implementation * Headcount Planning * Quality and Compliance management system * Financial controls and processes   Essential Experiences and Skills   * Positive attitude and energy, with a passion for building relationships * Over 10 years in the payroll or HR industry * 5+ years in a Leadership and Management role * Succession planning and development experience * Process optimisation knowledge and experience * Ability to demonstrate and deliver continual service improvement * Leadership experience working in a financial service, contact centre or similar industry background * Positive role model for the team, ability to build relationships at all levels * Record of people success and development * Good knowledge and experience of HR practices * Experience of managing complex and high-volume teams, performance management and objective setting * Strong customer service and client management experience * Able to work collaboratively with multi location stake holders * Strong influencer aligned to business vision | |
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| People Leadership / Team Leadership: | |
| About You:   * An effective communicator (verbal and written) at all levels for both internal and external stakeholders * Innovative and forward thinking in regard to streamlining processes for ultimate efficiency * Ability to multitask, deal with complexity and conflicting priorities/projects/ deals at the same time * Be able to think both strategically and tactically * A proven people and team manager * Commercial awareness * Outstanding customer service skills with the capability to engage with stakeholders at different levels * Accomplished at working effectively across teams in a matrixed operating model * Proven ability to identify opportunities for process improvements and to implement these successfully * Strong organisation and planning skills, effective time management and the ability to use efficient work methods and tools * Detail oriented, thorough and focused on all aspects of the job to ensure accuracy * Strong analytical skills * Ability to proactively plan resource | |
| About Zellis |
| **Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**  Together with Benefex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.  **Our purpose** is to make people feel appreciated for the work they do – through precision, choice, and magic.  **Our history**  We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout. More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.  We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.  After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.  **Our vision**  Our vision is to be the clear leader in pay, reward, analytics, and people experiences. There’s nothing more important to us than building trusting and beneficial relationships with our customers, using our size, scale, and breadth of experience to offer tailored solutions that precisely meet their business needs.  We design solutions that keep our customers ahead of change as they navigate the regulatory complexity and workforce uncertainty which exists in today’s business landscape. At the heart of everything we do are our highly qualified payroll and HR experts, who are committed to delivering first-class customer service at all times.  **We’re proud of our culture**  At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.  **Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.  Text  Description automatically generated |